



### 2013 Trends Analysis 2-1-1 Texas/United Way Help Line



2-1-1 Texas/United Way Help Line is a free, confidential, information and referral line answered by certified specialists, 24 hours a day, seven days a week

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### Calls by Type

357,923

315

- Information ..... 173,693
- Referral ..... 152,041
- Administrative ..... 22,626
- Follow-up ..... 9,557
- Advocacy ..... 263
- Crisis Intervention ..... 59

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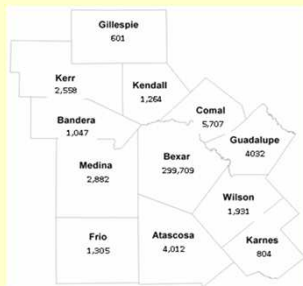
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### Calls by County



Calls received from Alamo Region ..... 325,536  
Calls received from Other Regions in Texas.....32,387

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### Top 10 Caller Needs

Met	Unmet
1 Food Stamps/SNAP*	1 Utility Assistance
2 Medicaid*	2 Rent Assistance
3 Utility Assistance	3 Fans
4 Emergency Food Assistance	4 Emergency Food Assistance
5 Rent Assistance	5 Furniture
6 Public Housing/Section 8	6 Public Housing/Section 8
7 VITA/Income Tax	7 Medical Expense Assistance
8 Child Care Subsidies	8 Gas Money
9 Medicare Enrollment	9 Thanksgiving Baskets
10 Prescription Assistance	10 Heaters

\* Include calls transferred to HHSC Eligibility from recipients needing to report changes in their status, lost cards, or have questions about their benefits.

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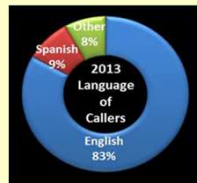
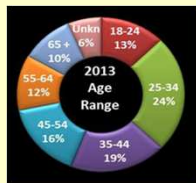
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### 2-1-1 Language and Age Groups




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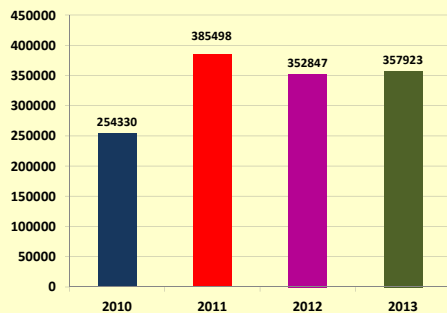
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### 2-1-1 Call Volume Trends Number of People Served




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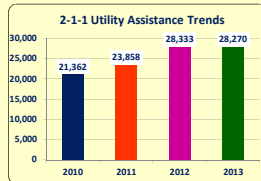
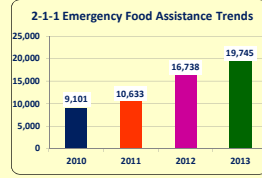
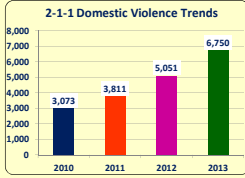
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There are three trends that help illustrate when families are beginning to stress:




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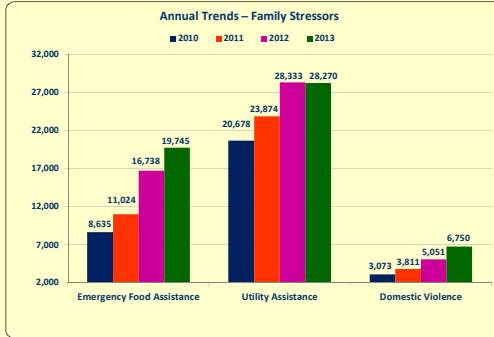
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Following is an annual comparison of the three trends that indicate when families start to stress due to economic conditions. Of note is the sustained call volume in these three trends from 2010 - 2013.




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